Based on Survey of Patients' Hospital Experiences (HCAHPS)

	Provider Number	Hospital Name	Address 1
220001		HEALTHALLIANCE HOSPITALS, INC	60 HOSPITAL ROAD
220002		MOUNT AUBURN HOSPITAL	330 MOUNT AUBURN STREET
220008		STURDY MEMORIAL HOSPITAL	211 PARK STREET
220010		LAWRENCE GENERAL HOSPITAL	ONE GENERAL STREET
220011		CAMBRIDGE HEALTH ALLIANCE	1493 CAMBRIDGE STREET
220012		CAPE COD HOSPITAL	88 LEWIS BAY ROAD
220015		COOLEY DICKINSON HOSPITAL INC,THE	30 LOCUST STREET
220016		BAYSTATE FRANKLIN MEDICAL CENTER	164 HIGH STREET
220017		CARNEY HOSPITAL	2100 DORCHESTER AVENUE
220019		HARRINGTON MEMORIAL HOSPITAL	100 SOUTH STREET
220020		SAINT ANNE'S HOSPITAL	795 MIDDLE STREET
220024		HOLYOKE MEDICAL CENTER	575 BEECH STREET
220029		ANNA JAQUES HOSPITAL	25 HIGHLAND AVENUE
220030		WING MEMORIAL HOSPITAL AND MEDICAL CENTER	40 WRIGHT STREET
220031		BOSTON MEDICAL CENTER CORPORATION	1 BOSTON MEDICAL CENTER PLACE
220033		BEVERLY HOSPITAL CORPORATION	85 HERRICK STREET
220035		NORTH SHORE MEDICAL CENTER	81 HIGHLAND AVENUE
220036		ST ELIZABETH'S MEDICAL CENTER	736 CAMBRIDGE STREET

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

LEOMINSTER MA CAMBRIDGE MA ATTLEBORO MA LAWRENCE MA CAMBRIDGE MA HYANNIS MA NORTHAMPTON MA GREENFIELD MA BOSTON MA SOUTHBRIDGE MA HOLYOKE MA HOLYOKE MA NEWBURYPORT MA DESTON MA	Address 2	Address 3	City	State
ATTLEBORO MA LAWRENCE MA CAMBRIDGE MA HYANNIS MA NORTHAMPTON MA GREENFIELD MA BOSTON MA SOUTHBRIDGE MA FALL RIVER MA HOLYOKE MA NEWBURYPORT MA PALMER MA BOSTON MA BEVERLY MA SALEM MA			LEOMINSTER	MA
LAWRENCE MA CAMBRIDGE MA HYANNIS MA NORTHAMPTON MA GREENFIELD MA BOSTON MA SOUTHBRIDGE MA FALL RIVER MA HOLYOKE MA NEWBURYPORT MA PALMER MA BOSTON MA SOSTON MA SEVERLY MA SALEM MA			CAMBRIDGE	MA
CAMBRIDGE MA HYANNIS MA NORTHAMPTON MA GREENFIELD MA BOSTON MA SOUTHBRIDGE MA FALL RIVER MA HOLYOKE MA NEWBURYPORT MA PALMER MA BOSTON MA BOSTON MA SOUTHBRIDGE MA FALL RIVER MA NEWBURYPORT MA PALMER MA BOSTON MA BOSTON MA BOSTON MA			ATTLEBORO	MA
HYANNIS MA NORTHAMPTON MA GREENFIELD MA BOSTON MA SOUTHBRIDGE MA FALL RIVER MA HOLYOKE MA NEWBURYPORT MA PALMER MA BOSTON MA BOSTON MA BOSTON MA			LAWRENCE	MA
NORTHAMPTON MA GREENFIELD MA BOSTON MA SOUTHBRIDGE MA FALL RIVER MA HOLYOKE MA NEWBURYPORT MA PALMER MA BOSTON MA BOSTON MA BOSTON MA BEVERLY MA MA MA SALEM MA			CAMBRIDGE	MA
GREENFIELD MA BOSTON MA SOUTHBRIDGE MA FALL RIVER MA HOLYOKE MA NEWBURYPORT MA PALMER MA BOSTON MA BOSTON MA BEVERLY MA SALEM MA			HYANNIS	MA
BOSTON MA SOUTHBRIDGE MA FALL RIVER MA HOLYOKE MA NEWBURYPORT MA PALMER MA BOSTON MA BEVERLY MA SALEM MA			NORTHAMPTON	MA
SOUTHBRIDGE MA FALL RIVER MA HOLYOKE MA NEWBURYPORT MA PALMER MA BOSTON MA BEVERLY MA SALEM MA			GREENFIELD	MA
FALL RIVER MA HOLYOKE MA NEWBURYPORT MA PALMER MA BOSTON MA BEVERLY MA SALEM MA			BOSTON	MA
HOLYOKE MA NEWBURYPORT MA PALMER MA BOSTON MA BEVERLY MA SALEM MA			SOUTHBRIDGE	MA
NEWBURYPORT MA PALMER MA BOSTON MA BEVERLY MA SALEM MA			FALL RIVER	MA
PALMER MA BOSTON MA BEVERLY MA SALEM MA			HOLYOKE	MA
BOSTON MA BEVERLY MA SALEM MA			NEWBURYPORT	MA
BEVERLY MA SALEM MA			PALMER	MA
SALEM MA			BOSTON	MA
			BEVERLY	MA
BRIGHTON MA			SALEM	MA
			BRIGHTON	MA

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Education Carvey of Fallering Propriate Experiences (FIG. 1111 O)				
	ZIP Code	County Name	Phone Number	
01453		WORCESTER	9784662000	
02138		MIDDLESEX	6174923500	
02703		BRISTOL	5082225200	
01842		ESSEX	9786834000	
02138		MIDDLESEX	6176652300	
02601		BARNSTABLE	5087711800	
01060		HAMPSHIRE	4135822000	
01301		FRANKLIN	4137730211	
02124		SUFFOLK	6175062000	
01550		WORCESTER	5087659771	
02721		BRISTOL	5086745600	
01040		HAMPDEN	4135342500	
01950		ESSEX	9784631000	
01069		HAMPDEN	4132837651	
02118		SUFFOLK	6176388000	
01915		ESSEX	9789223000	
01970		ESSEX	9787411215	
02135		SUFFOLK	6177893000	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Sometimes "Never" communicated well.	" or
	4%
	4%
	3%
	5%
	7%
	3%
	5%
	6%
	5%
	5%
	5%
	6%
	4%
	4%
	8%
	5%
	7%
	5%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Usually" communicate	ted well.
	18%
	18%
	19%
	17%
	20%
	17%
	19%
	19%
	15%
	18%
	13%
	18%
	14%
	17%
	20%
	17%
	18%
	17%

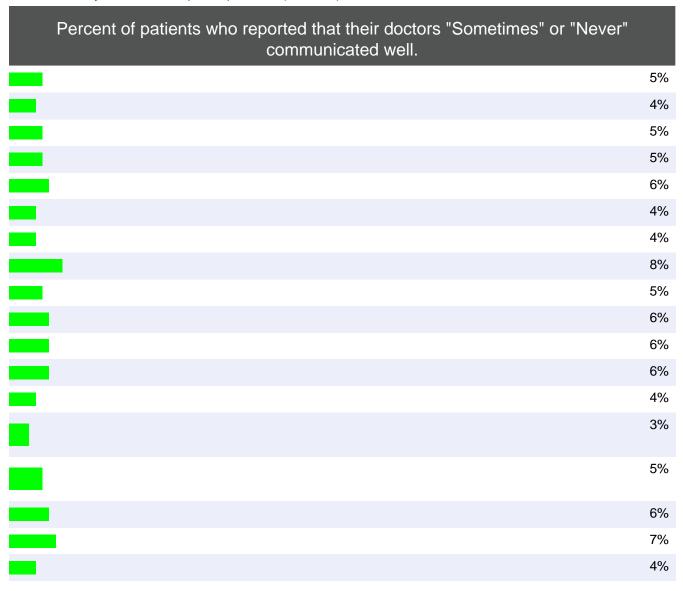
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Usually" communicated	d well.
	16%
	16%
	16%
	15%
	17%
	15%
	17%
	21%
	11%
	14%
	15%
	18%
	16%
	15%
	18%
	17%
	17%
	17%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Sometimes" or "Never" recessions soon as they wanted.	ived help as
	12%
	8%
	9%
	11%
	16%
	9%
	12%
	7%
	11%
	8%
	10%
	13%
	8%
	8%
	18%
	12%
	10%
	12%

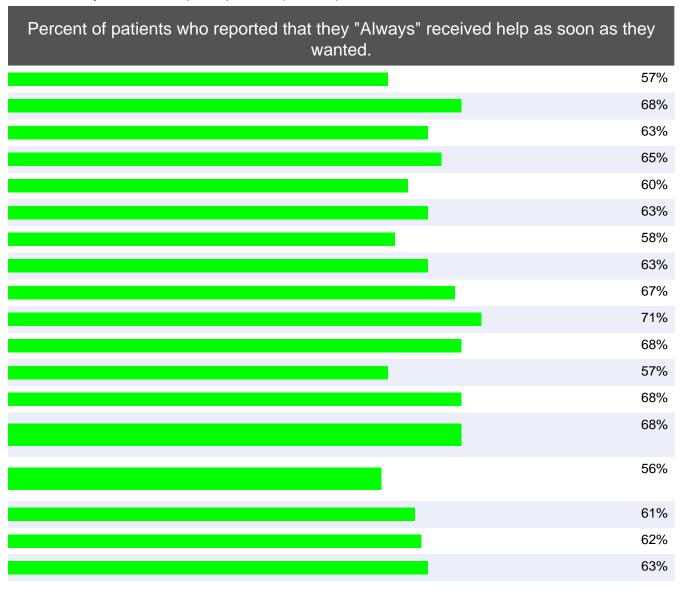
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



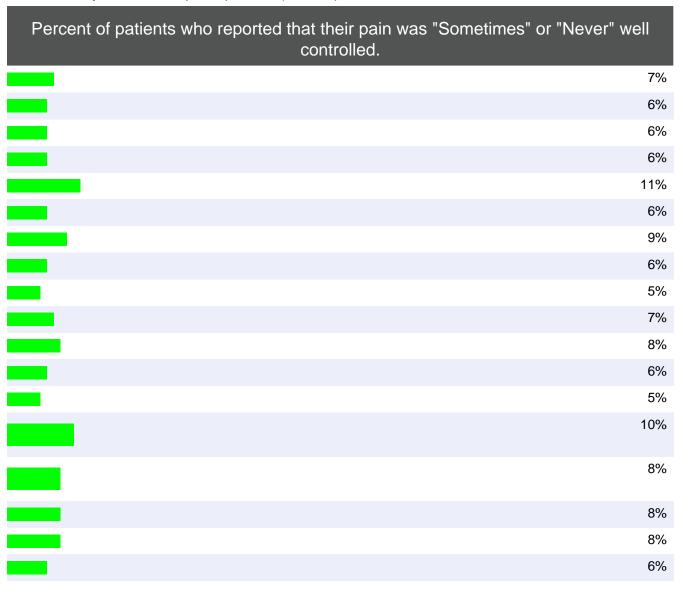
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



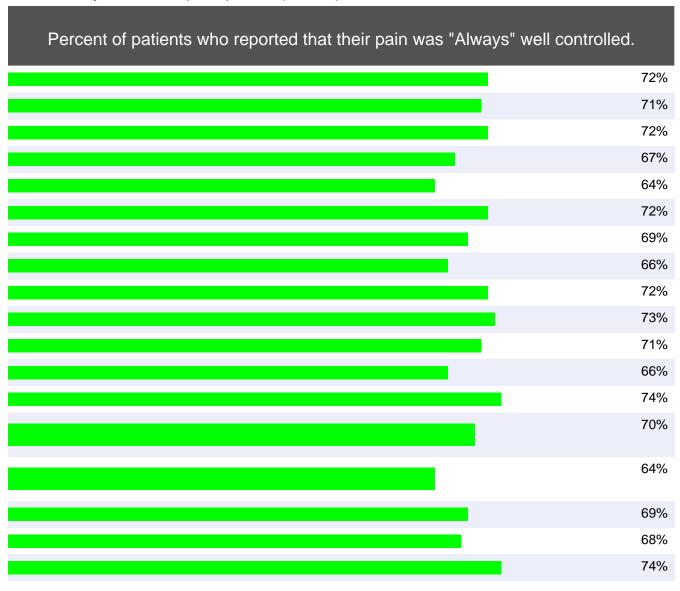
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



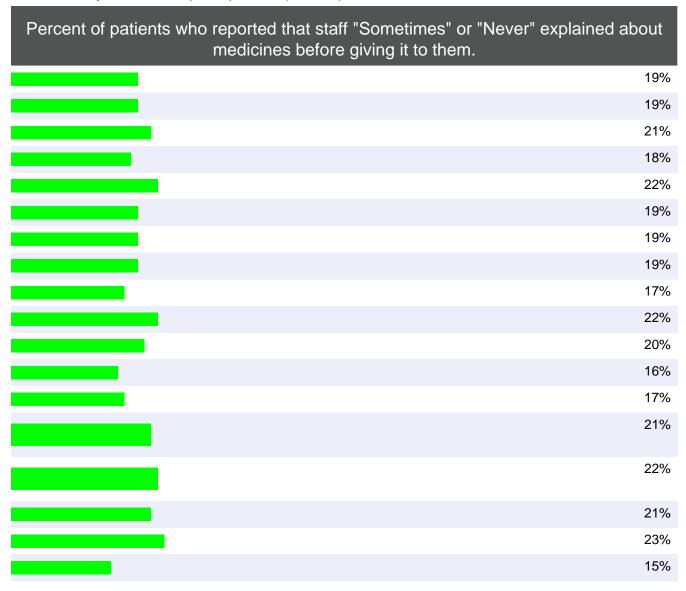
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



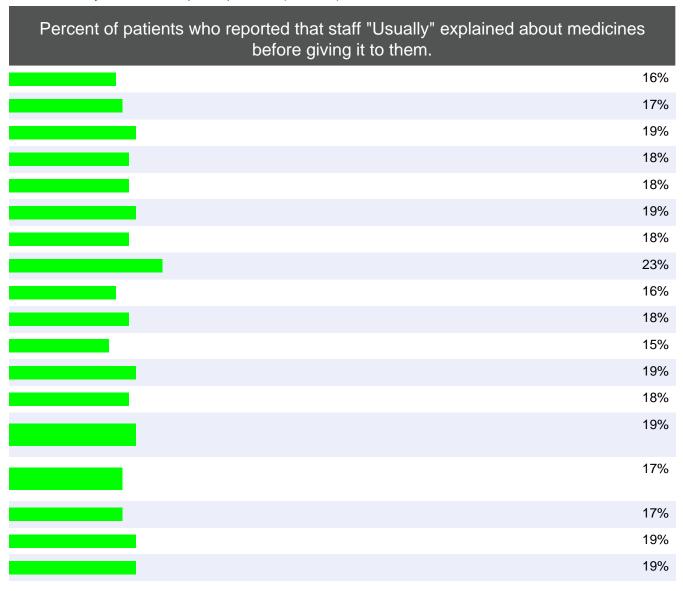
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



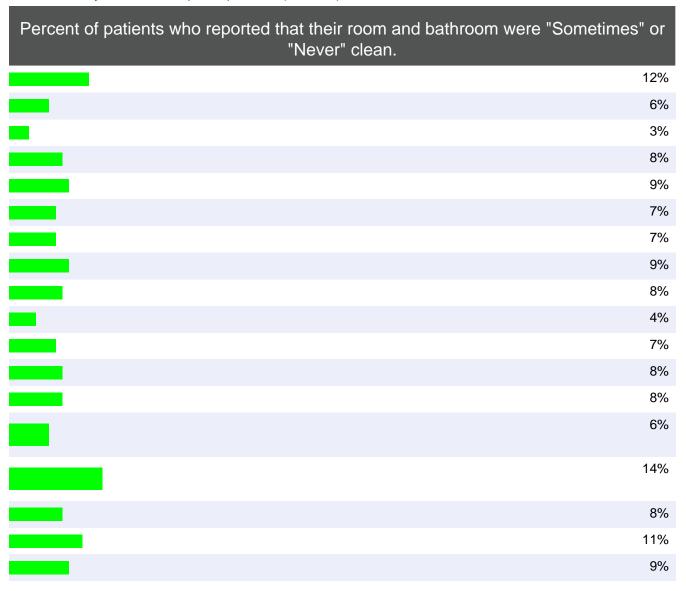
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



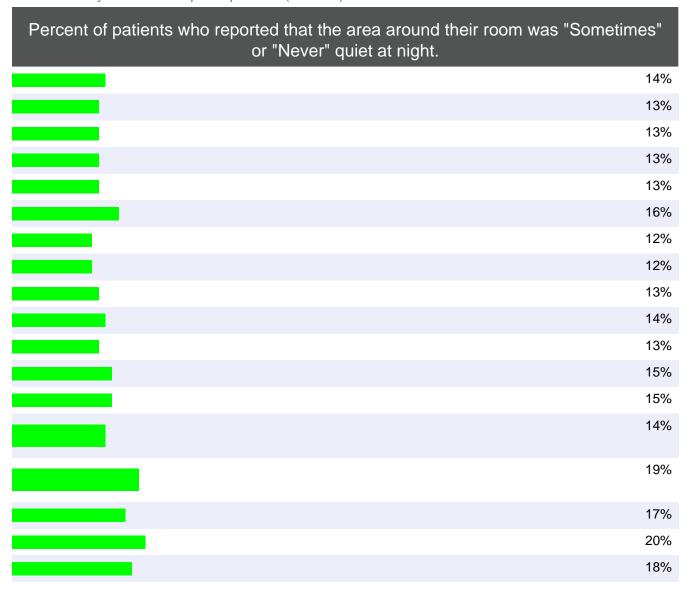
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



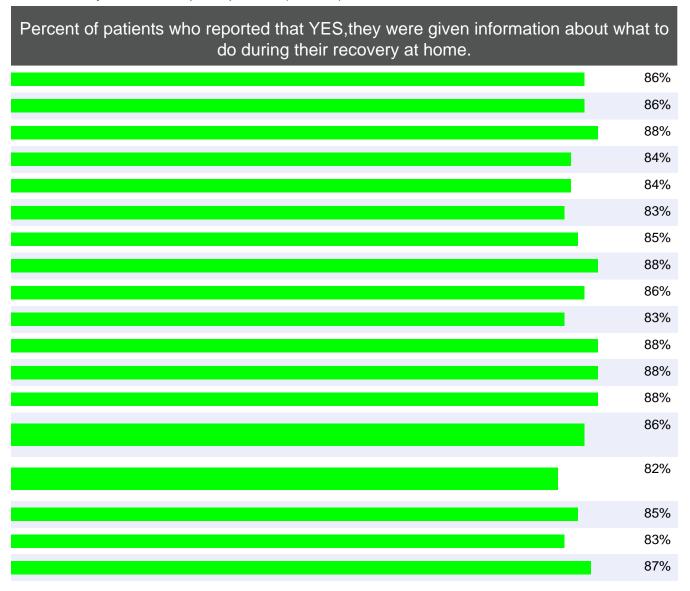
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



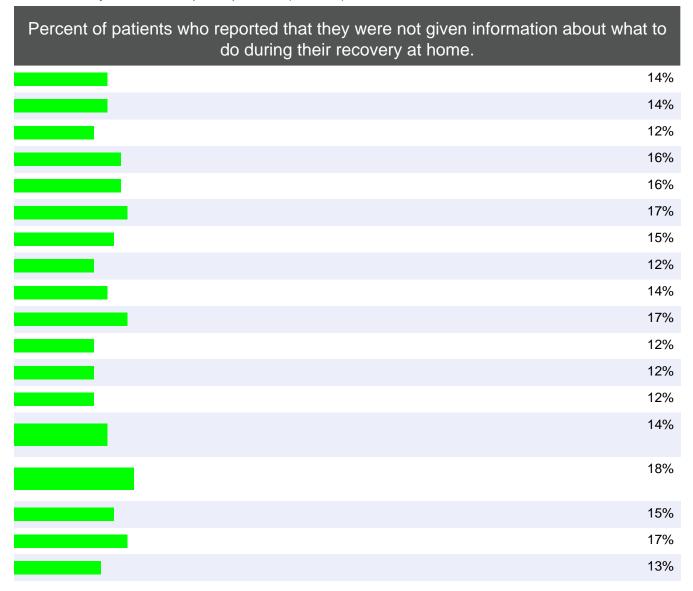
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



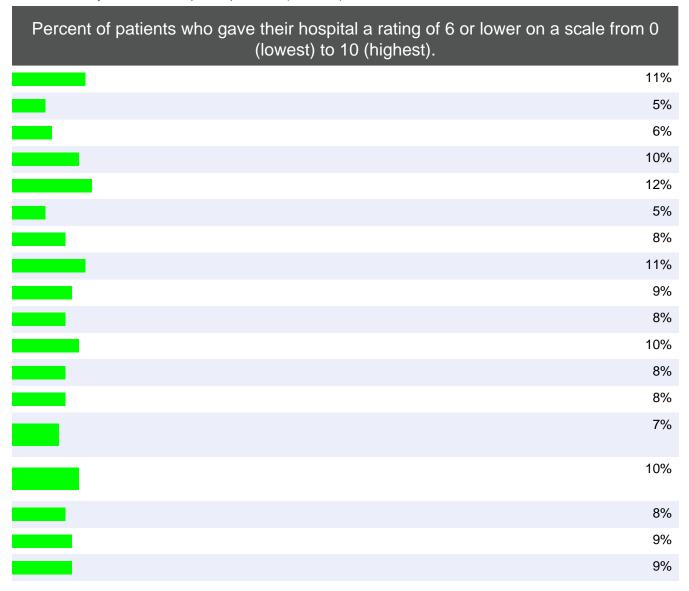
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



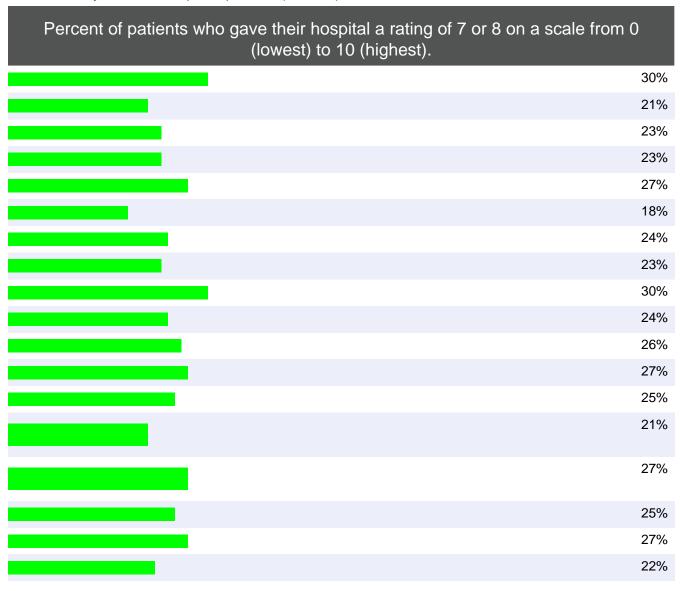
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



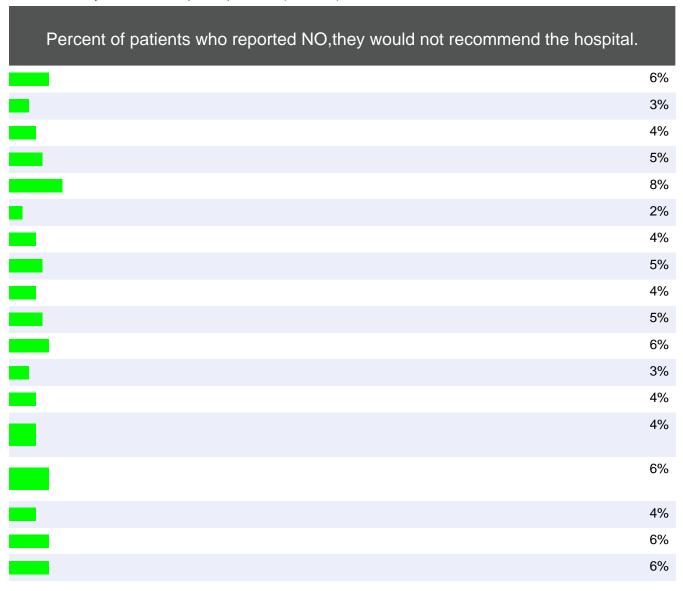
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	Number of Completed Surveys
300 or more	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Survey Response Rate Percent		Hospital Footnote
	32%	
	38%	
	32%	
	27%	
	21%	
	40%	
	36%	
	29%	
	20%	
	30%	
	30%	
	27%	
	35%	
	35%	
	19%	
	33%	
	27%	
	31%	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

220046	BERKSHIRE MEDICAL CENTER INC	725 NORTH STREET
220049	MARLBOROUGH HOSPITAL	157 UNION STREET
220050	BAYSTATE MARY LANE HOSPITAL	85 SOUTH STREET
220051	NORTH ADAMS REGIONAL HOSPITAL	71 HOSPITAL AVENUE
220052	SIGNATURE HEALTHCARE BROCKTON HOSPITAL	680 CENTER STREET
220058	CLINTON HOSPITAL ASSOCIATION	201 HIGHLAND STREET
220060	JORDAN HOSPITAL INC	275 SANDWICH STREET
220062	ADCARE HOSPITAL OF WORCESTER INC	107 LINCOLN STREET

220063	LOWELL GENERAL HOSPITAL	295 VARNUM AVENUE
220065	NOBLE HOSPITAL	115 WEST SILVER STREET
220066	MERCY MEDICAL CENTER	271 CAREW STREET
220067	QUINCY MEDICAL CENTER	114 WHITWELL STREET
220070	HALLMARK HEALTH SYSTEM	585 LEBANON STREET
220071	MASSACHUSETTS GENERAL HOSPITAL	55 FRUIT STREET
220073	MORTON HOSPITAL	88 WASHINGTON STREET
220074	SOUTHCOAST HOSPITAL GROUP, INC	363 HIGHLAND AVENUE
220075	MASSACHUSETTS EYE AND EAR INFIRMARY	243 CHARLES STREET
220077	BAYSTATE MEDICAL CENTER	759 CHESTNUT STREET

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

PITTSFIELD	MA
MARLBOROUGH	MA
WARE	MA
NORTH ADAMS	MA
BROCKTON	MA
CLINTON	MA
PLYMOUTH	MA
WORCESTER	MA
LOWELL	MA
WESTFIELD	MA
SPRINGFIELD	MA
QUINCY	MA
MELROSE	MA
BOSTON	MA
TAUNTON	MA
FALL RIVER	MA
BOSTON	MA
SPRINGFIELD	MA

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

01201	BERKSHIRE	4134472000
01752	MIDDLESEX	5084815000
01082	HAMPSHIRE	4139676211
01247	BERKSHIRE	4136645000
02302	PLYMOUTH	5089417000
01510	WORCESTER	9783683000
02360	PLYMOUTH	5087462000
01605	WORCESTER	5087999000
01854	MIDDLESEX	9789376000
01085	HAMPDEN	4135682811
01104	HAMPDEN	4137489000
02169	NORFOLK	6177736100
02176	MIDDLESEX	7819793000
02114	SUFFOLK	6177262000
02780	BRISTOL	5088287000
02720	BRISTOL	5086793131
02114	SUFFOLK	6175237900
01199	HAMPDEN	4137940000

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Dated on Garvey of Fationic Floophar Exponences (Floral For	
	4%
	4%
	3%
	3%
	5%
	2%
	5%
	30%
	5%
	4%
	6%
	6%
	5%
	4%
	6%
	5%
	5%
	6%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

17%
18%
15%
15%
17%
12%
21%
12%
18%
15%
21%
19%
16%
16%
19%
18%
21%
17%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

6%
3%
3%
5%
8%
2%
4%
10%
7%
4%
5%
7%
5%
5%
6%
6%
4%
4%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

19%
18%
16%
15%
16%
15%
17%
0%
16%
17%
18%
19%
15%
14%
16%
16%
14%
16%

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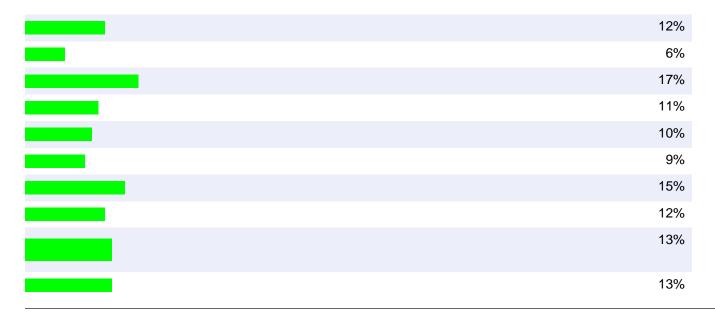


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Based on Survey of Patients' Hospital Experiences (HCAHPS)

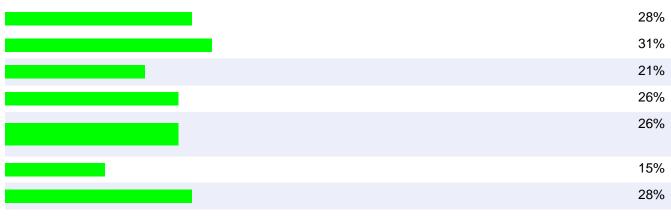
9%
8%
9%
7%
12%
6%
14%

Not Available

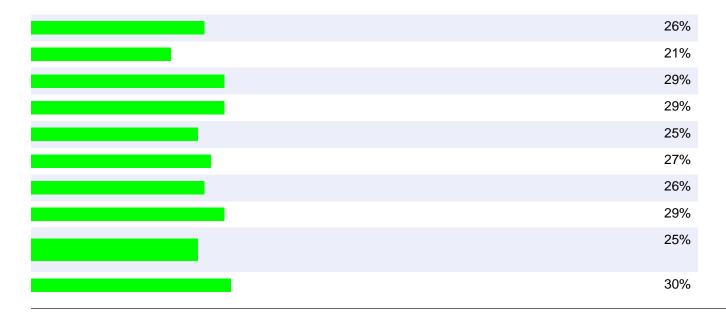


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Based on Survey of Patients' Hospital Experiences (HCAHPS)



Not Available



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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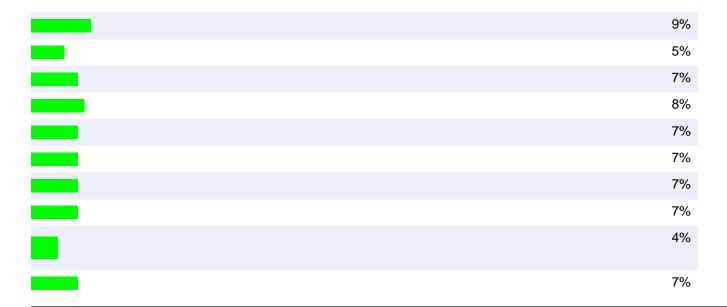


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Based on Survey of Patients' Hospital Experiences (HCAHPS)

6%
7%
3%
6%
8%
3%
7%

Not Available

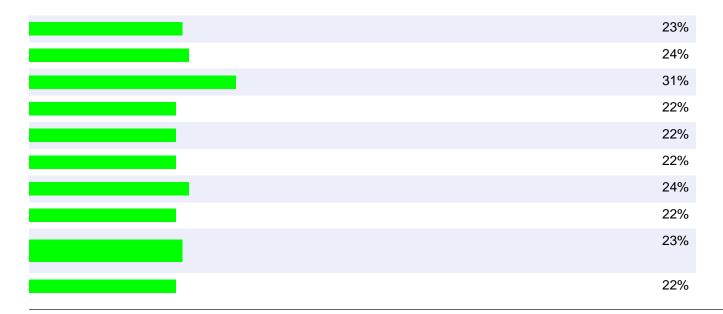


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Based on Survey of Patients' Hospital Experiences (HCAHPS)

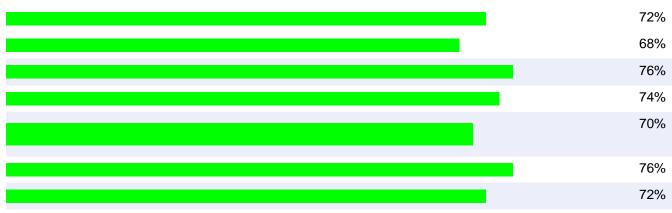
22%
25%
21%
20%
22%
21%
21%

Not Available

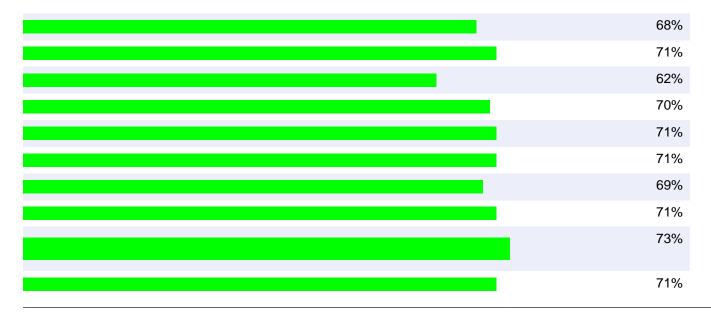


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Based on Survey of Patients' Hospital Experiences (HCAHPS)

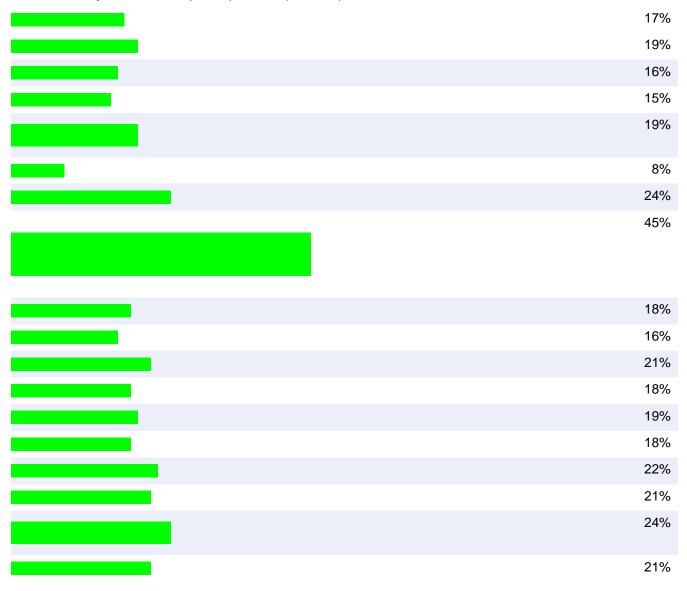


Not Available



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

19%
19%
17%
19%
19%
19%
18%
1%
19%
18%
22%
21%
19%
19%
18%
19%
20%
18%

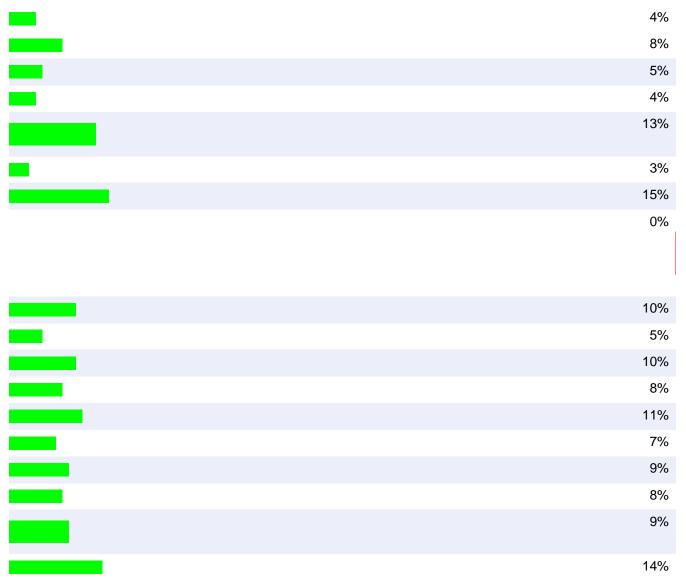
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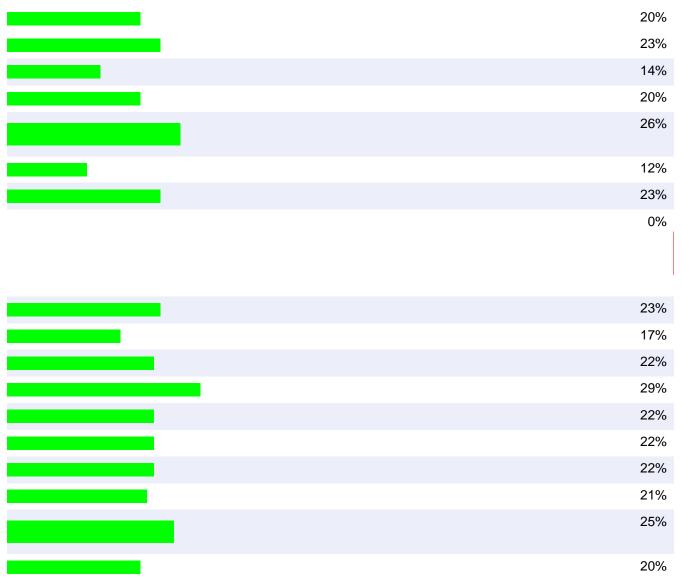
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



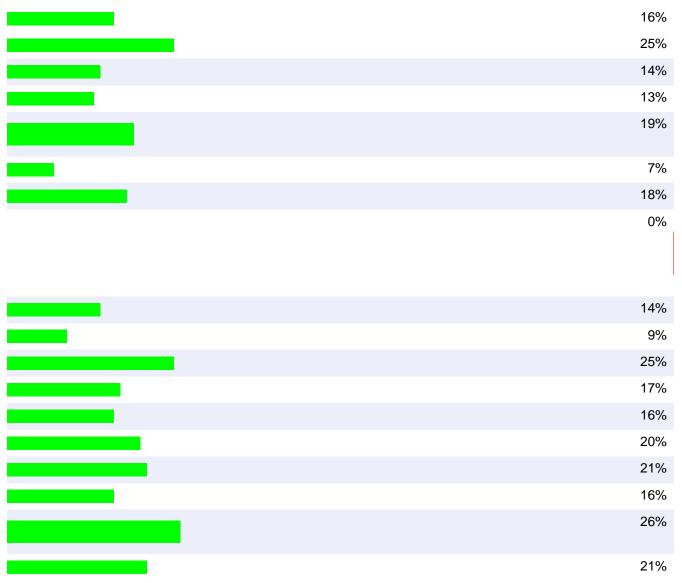
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

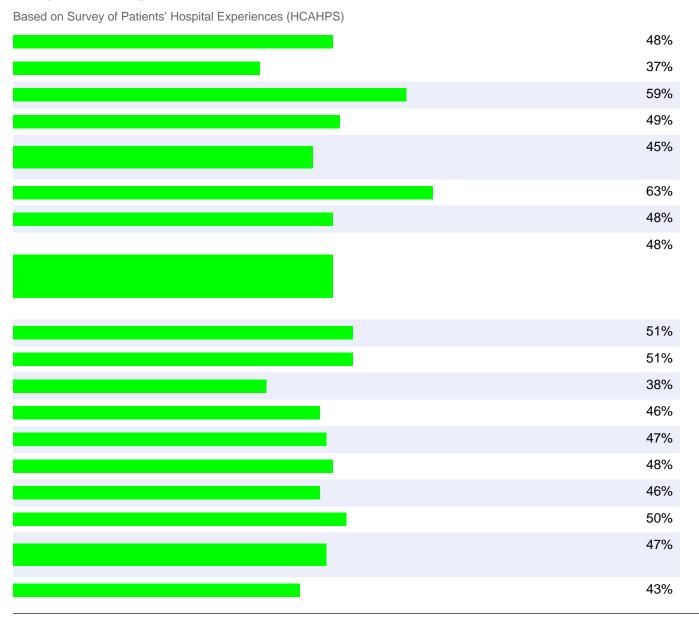


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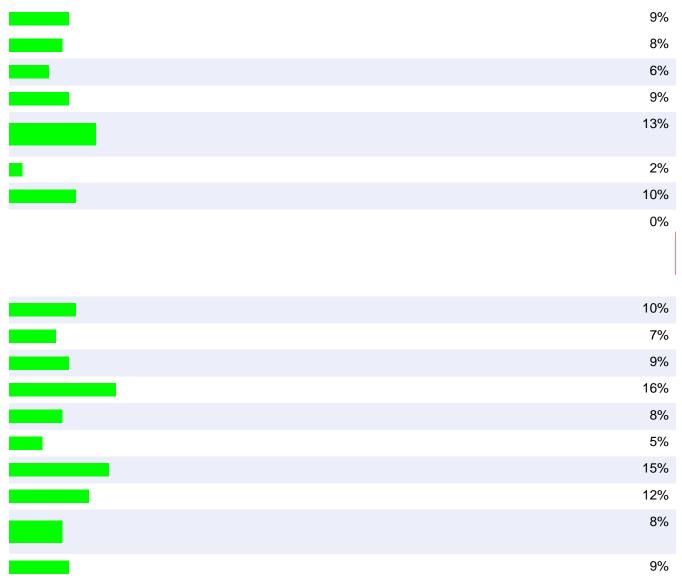
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

10%
17%
6%
9%
14%
10%
16%
22%
16%
13%
16%
17%
15%
11%
15%
14%
16%
9%

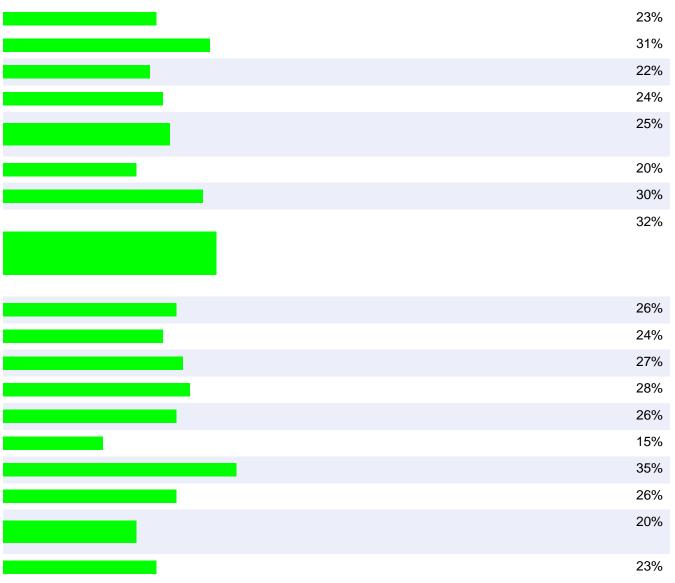
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



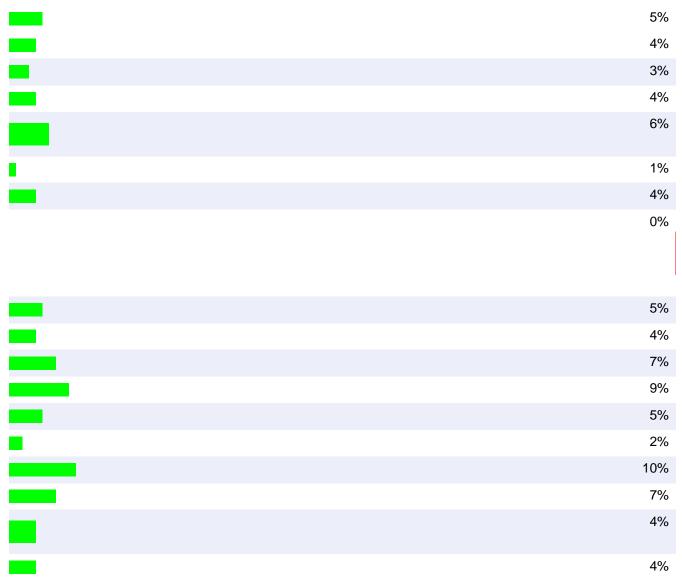
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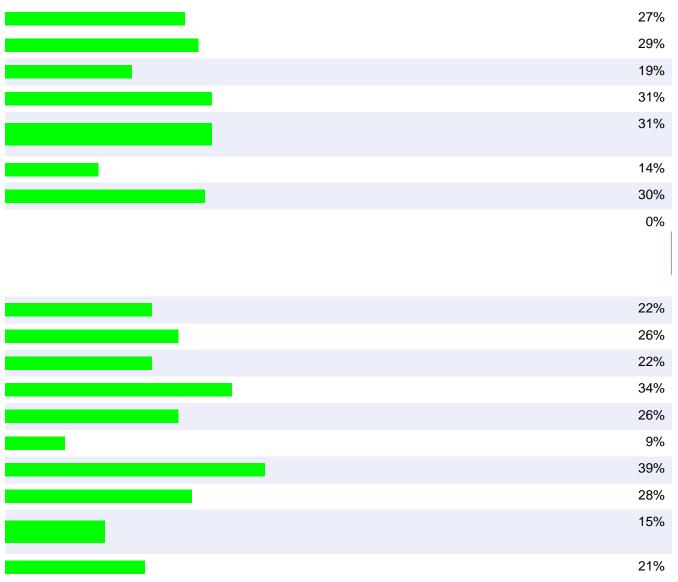
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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300 or more

110/11/10/11/100
Based on Survey of Patients' Hospital Experiences (HCAHPS)
300 or more
Between 100 and 299
300 or more
Fewer than 100
300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

 33%
36%
35%
29%
27%
32%
31%
12% Very few patients were eligible for the HCAHPS survey. The scores shown reflect fewer than 50 completed surveys. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance
32%
34%
34%
28%
33%
30%
26%
31%
40%
30%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

220080			HOLY FAMILY HOSPITAL	70 EAST STREET
220082			SAINTS MEDICAL CENTER INC	1 HOSPITAL DRIVE
220083			BETH ISRAEL DEACONESS HOSPITAL - NEEDHAM	148 CHESTNUT STREET
220084			EMERSON HOSPITAL	OLD ROAD TO 9 ACRE CORNER
220086			BETH ISRAEL DEACONESS MEDICAL CENTER	330 BROOKLINE AVENUE
220088			NEW ENGLAND BAPTIST HOSPITAL	125 PARKER HILL AVENUE
220090			MILFORD REGIONAL MEDICAL CENTER	14 PROSPECT STREET
220095			HEYWOOD HOSPITAL	242 GREEN STREET
220098			NASHOBA VALLEY MEDICAL CENTER	200 GROTON ROAD
220100			SOUTH SHORE HOSPITAL	55 FOGG ROAD
220101			NEWTON-WELLESLEY HOSPITAL	2014 WASHINGTON STREET
220105			WINCHESTER HOSPITAL	41 HIGHLAND AVENUE
220108			MILTON HOSPITAL INC	199 REEDSDALE ROAD
220110			BRIGHAM AND WOMEN'S HOSPITAL	75 FRANCIS STREET
220111			GOOD SAMARITAN MEDICAL CENTER	235 NORTH PEARL STREET
220116			TUFTS MEDICAL CENTER	800 WASHINGTON STREET
220119			FAULKNER HOSPITAL	1153 CENTRE STREET
220126			NORWOOD HOSPITAL	800 WASHINGTON STREET
220135			FALMOUTH HOSPITAL	67 & 100 TER HEUN DRIVE
220162			DANA-FARBER CANCER INSTITUTE	450 BROOKLINE AVENUE

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based of Carvey of Fatiente Freephal Experiences (Fe/Fill C)		
	METHUEN	MA
	LOWELL	MA
	NEEDHAM	MA
	W CONCORD	MA
	BOSTON	MA
	DOCTON	N.4.0
	BOSTON	MA
	MILFORD	MA
	GARDNER	MA
	AYER	MA
	SOUTH WEYMOUTH	MA
	NEWTON	MA
	WINCHESTER	MA
	MILTON	MA
	BOSTON	MA
	BROCKTON	MA
	BOSTON	MA
	BOSTON	MA
	NORWOOD	MA
	FALMOUTH	MA
	BOSTON	MA

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Badda dir Garvoy dir attorito ridopital Ez	(Ferroriese (Ferrories)	
01844	ESSEX	9786870156
01852	MIDDLESEX	9784581411
02494	NORFOLK	7814533000
01742	MIDDLESEX	9783691400
02215	SUFFOLK	6176677000
02120	SUFFOLK	6177545800
01757	WORCESTER	5084731190
01440	WORCESTER	9786323420
01432	MIDDLESEX	9787849000
02190	NORFOLK	7813408000
02462	MIDDLESEX	6172436000
01890	MIDDLESEX	7817299000
02186	NORFOLK	6176964600
02115	SUFFOLK	6177325500
02301	PLYMOUTH	5084273000
02111	SUFFOLK	6176365000
02130	SUFFOLK	6179837000
02062	NORFOLK	5087721000
02540	BARNSTABLE	5085485300
02115	SUFFOLK	6176323000

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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				5%
				5%
				4%
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Pacca circulate i radona i radona Experience (10/1111 C)	
	16%
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	19%
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	5%
	6%
	4%
	4%
	5%
	3%
	4%
	7%
	6%
	4%
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	3%
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Page 75 of 136 11/06/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



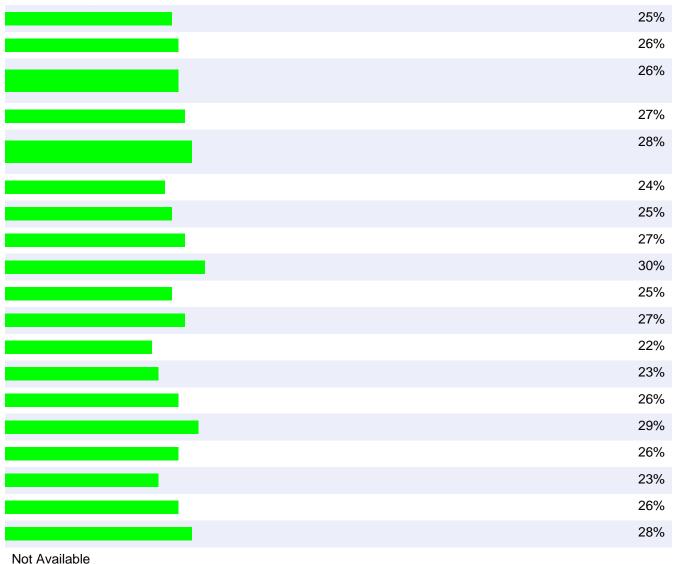
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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	10%
	10%
	11%
	9%
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	8%
	14%
	12%
	7%
	9%
	9%
Not Available	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	8%
	8%
	7%
	5%
	7%
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	7%
	5%
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	8%
	9%
	7%
	7%
	6%
Not Available	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	22%
	20%
	24%
	20%
	23%
	18%
	23%
	21%
	22%
	26%
	20%
	23%
	22%
	21%
	24%
	22%
	18%
	24%
	23%
Not Available	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

(···-·)	
	21%
	21%
	21%
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	16%
	17%
	24%
	18%
	16%
	20%
	20%
Not Available	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	18%
	18%
	21%
	16%
	18%
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	19%
	20%
	20%
Not Available	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	-		`	,		
						10%
						9%
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						7%
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						8%
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						7%
Not Availab	ole					

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

(,	
	20%
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	19%
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	20%
	18%
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



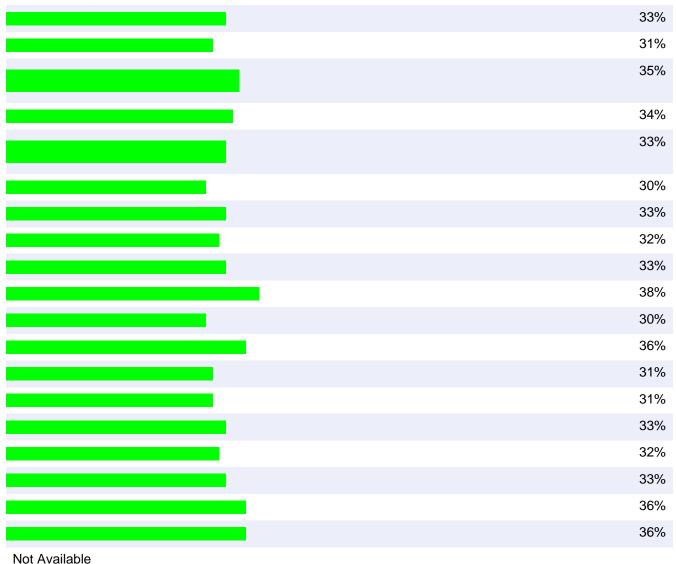
Page 89 of 136 11/06/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Garvey of Fationic Freepital Experiences (Free an Experiences)	
	16%
	12%
	18%
	15%
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	15%
	14%
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	13%
	14%
	21%
	18%
Not Available	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



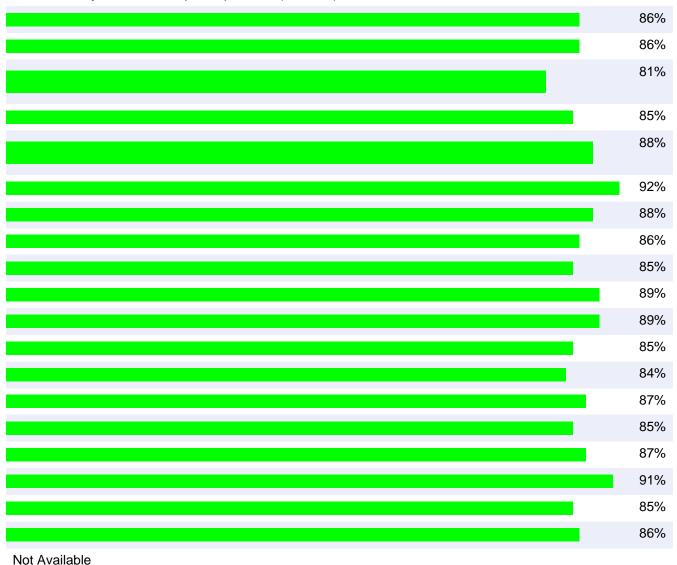
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Paced on Editory of Fallottic Troophal Exponention (Textill 6)	
	14%
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	19%
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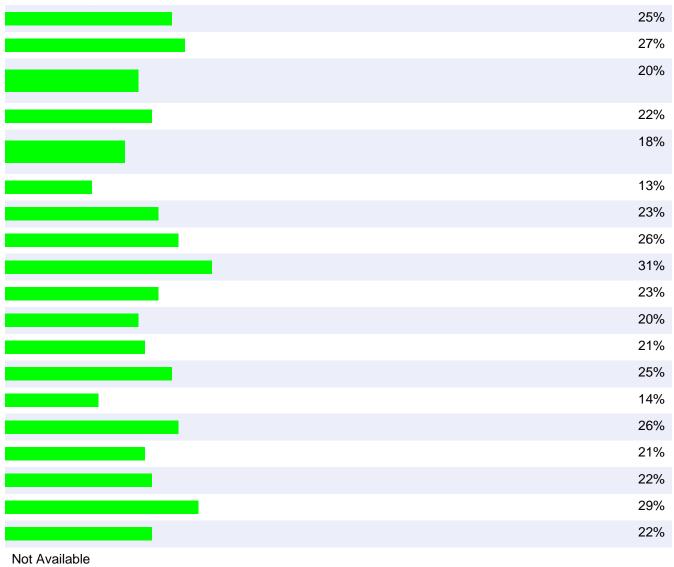
Page 94 of 136 11/06/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	10%
	9%
	7%
	6%
	7%
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	9%
	9%
	7%
	3%
	5%
	9%
	5%
	12%
	9%
	5%
	9%
	7%
Not Available	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



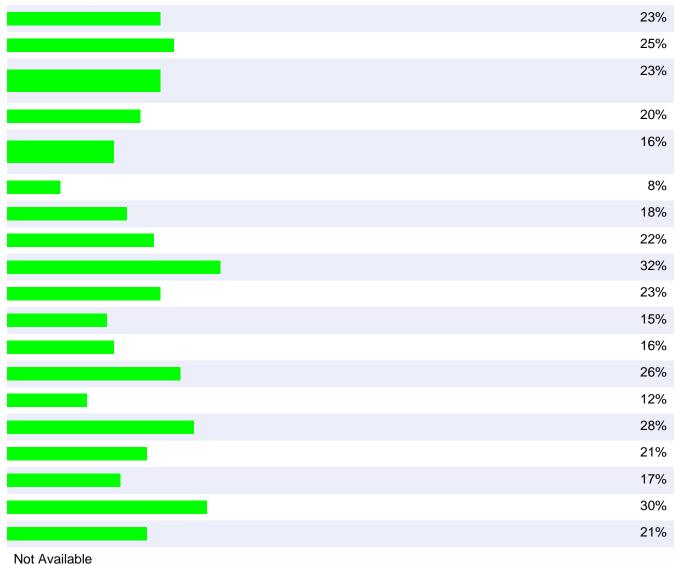
Page 97 of 136 11/06/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



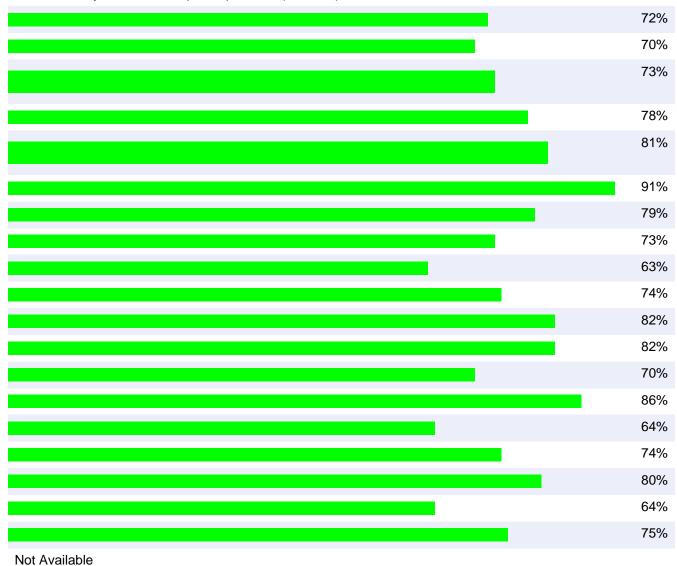
Page 98 of 136 11/06/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



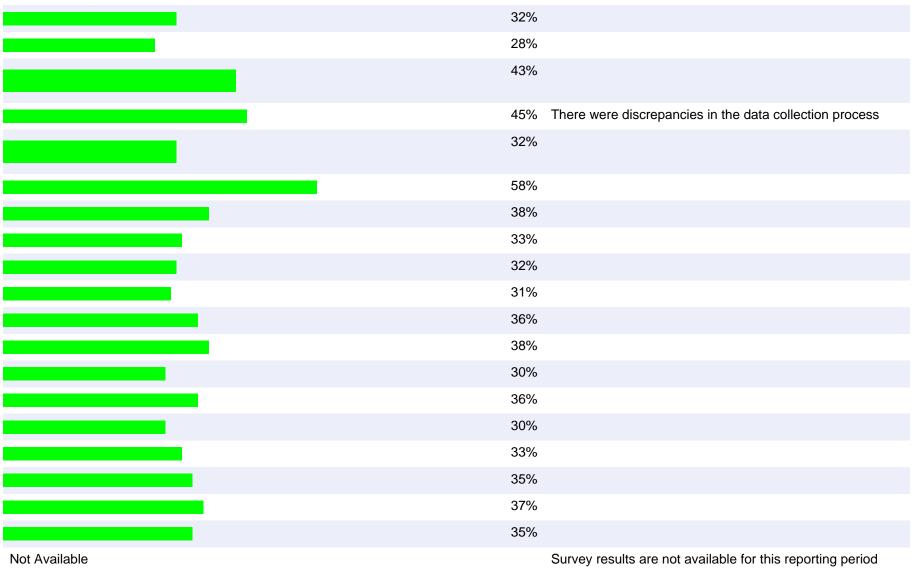
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
Not Available

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

220163	UMASS MEMORIAL MEDICAL CENTER INC	55 LAKE AVENUE NORTH
220171	LAHEY CLINIC HOSPITAL	41 & 45 MALL ROAD
220174	MERRIMACK VALLEY HOSPITAL	140 LINCOLN AVENUE
220175	METROWEST MEDICAL CENTER	115 LINCOLN STREET
220176	ST VINCENT HOSPITAL	123 SUMMER STREET
220177	NANTUCKET COTTAGE HOSPITAL	57 PROSPECT STREET
221300	MARTHA'S VINEYARD HOSPITAL INC	ONE HOSPITAL ROAD PO BOX 1477
221302	FAIRVIEW HOSPITAL	29 LEWIS AVENUE
221303	ATHOL MEMORIAL HOSPITAL	2033 MAIN STREET
223302	BOSTON CHILDREN'S HOSPITAL	300 LONGWOOD AVENUE

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	*		
		WORCESTER	MA
		BURLINGTON	MA
		HAVERHILL	MA
		FRAMINGHAM	MA
		WORCESTER	MA
		NANTUCKET	MA
		OAK BLUFFS	MA
		GREAT BARRINGTON	MA
		ATHOL	MA
		BOSTON	MA

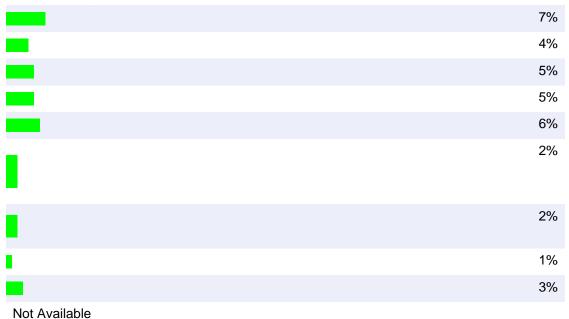
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

01655	WORCESTER	5083341000
01803	MIDDLESEX	7817445100
01830	ESSEX	9783742000
01701	MIDDLESEX	5083831000
01608	WORCESTER	5083635000
02554	NANTUCKET	5082281200
02557	DUKES	5086930410
01230	BERKSHIRE	4135280790
01331	WORCESTER	9782493511
02115	SUFFOLK	6177356000

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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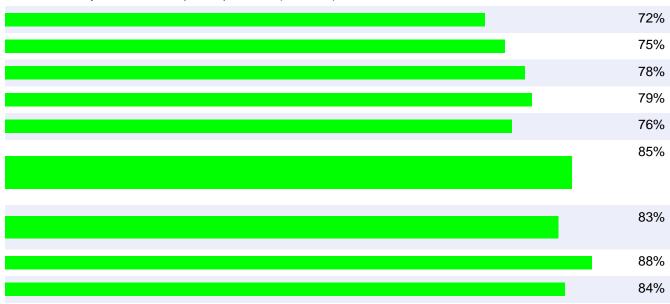
Based on Survey of Patients' Hospital Experiences (HCAHPS)

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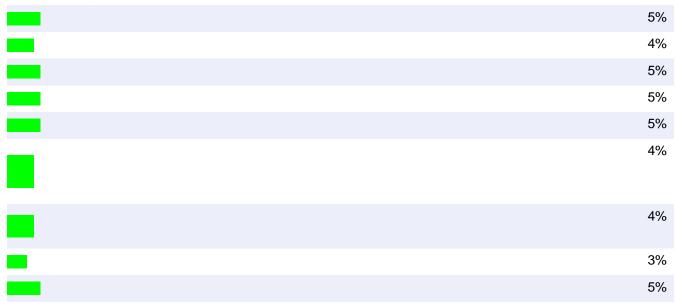




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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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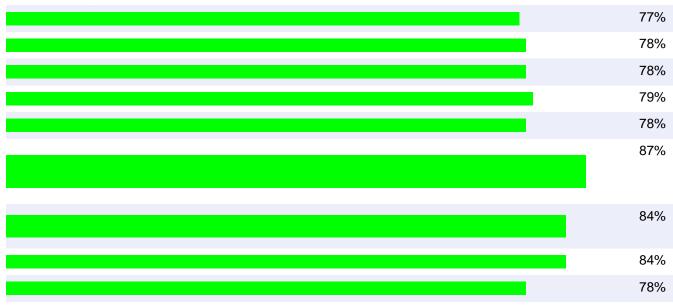
Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

		14%
		13%
		10%
		8%
		12%
		5%
		7%
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		4%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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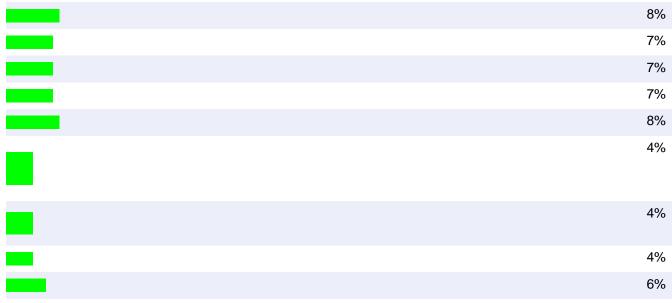
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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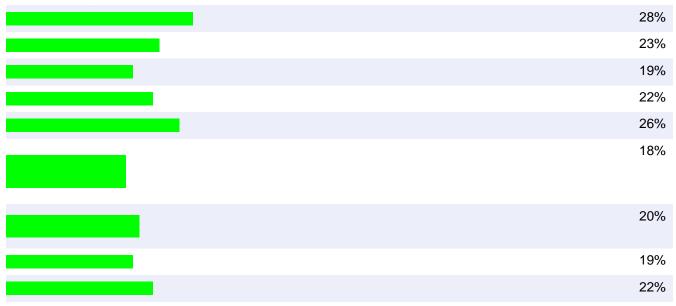
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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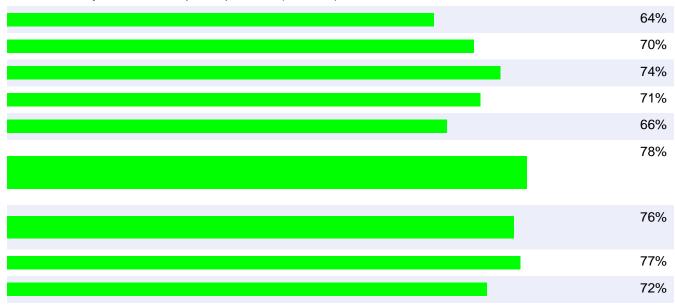
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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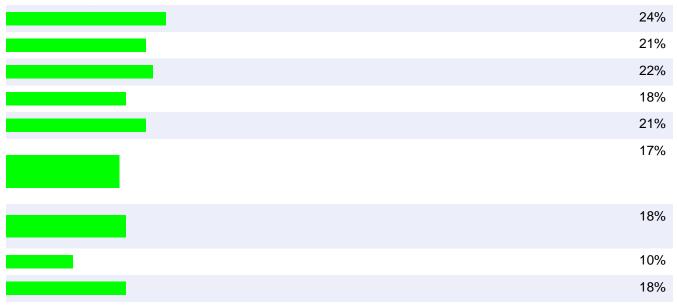
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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		20%
		20%
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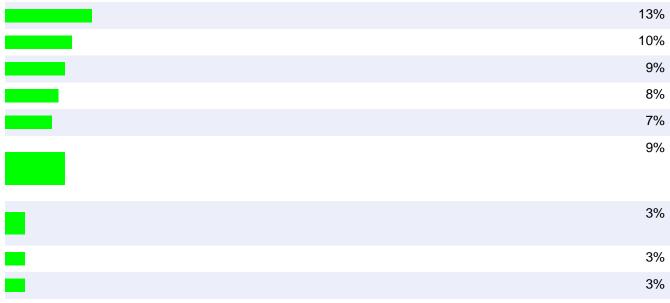
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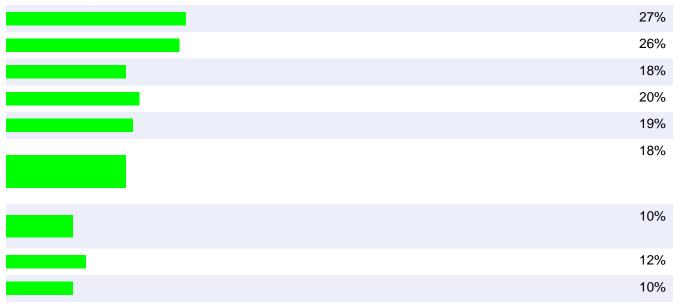
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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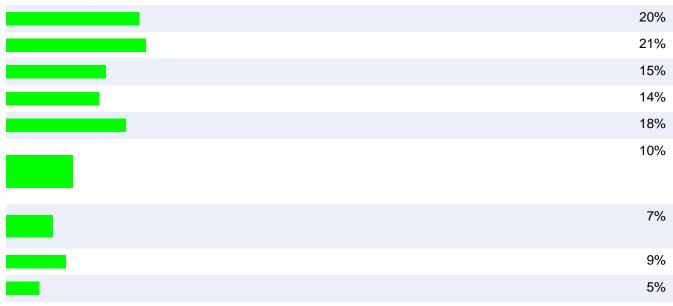
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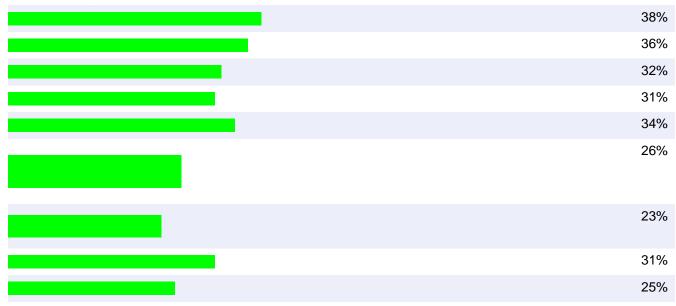
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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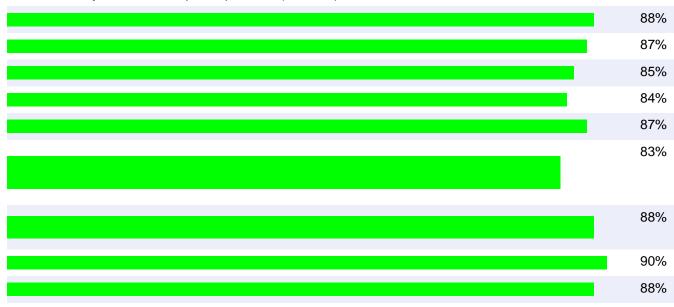
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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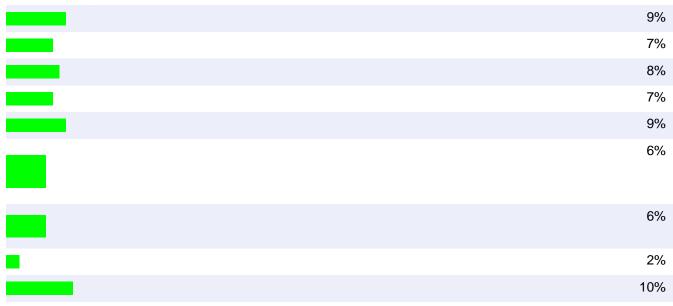
Based on Survey of Patients' Hospital Experiences (HCAHPS)

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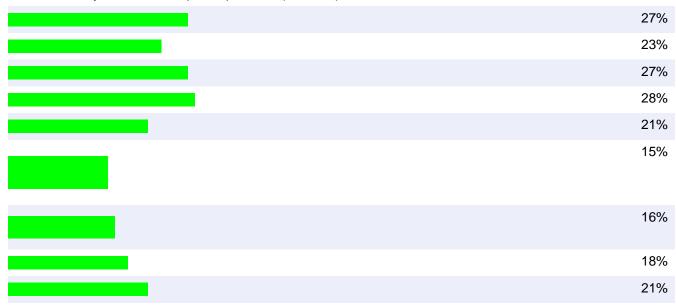
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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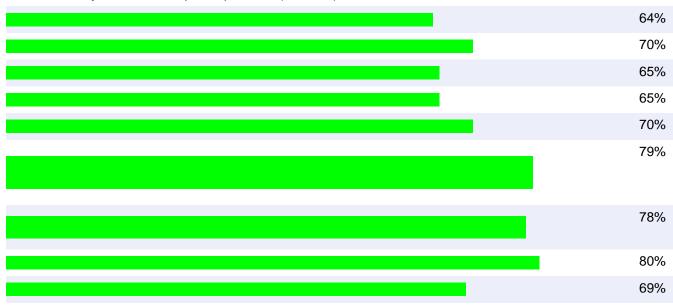
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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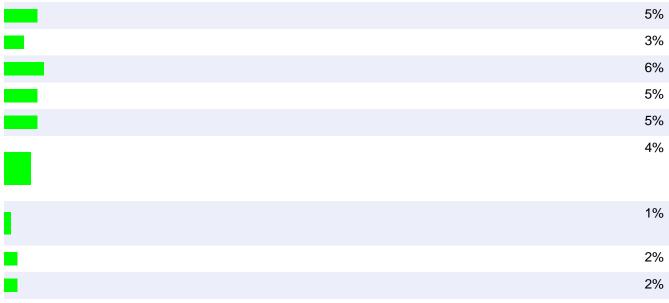
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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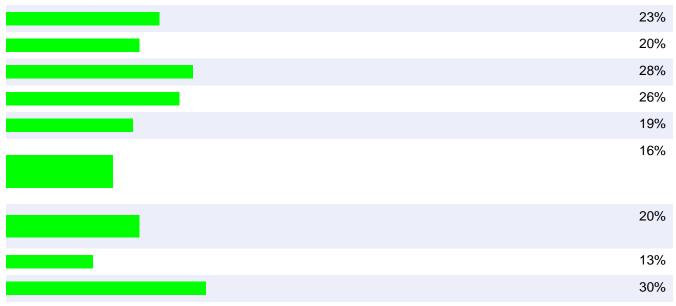
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

1
300 or more

Between 100 and 299

300 or more

Fewer than 100

Between 100 and 299

Not Available

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	30%
	37%
	28%
	31%
	36%
	28% Fewer than 100 patients completed the HCAHPS survey. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance
	34%
	40%
	43%
Not Available	Survey results are not available for this reporting period

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